

# Assessment

# *Face-to-Face Communication*

## *First Edition*

The objectives of this book are to help the user:

- Learn the unique power of and continuing need for face-to-face communication in an electronic age
- Understand that nonverbal communication is a key part of getting the message across to the audience
- Learn how to use words to create positive relationships and resolve conflicts
- Discover how to foster an attitude that good listening is one of the most important factors in human interaction
- Explore adapting face-to-face communication principles to other communication when time and costs prevent meeting in person

■ CRISP<sub>series</sub>

## **Assessment Questions for Face-to-Face Communication, First Edition**

*Select the best response.*

1. Adapting the content of your message to be more appealing to your international co-workers, customers, and suppliers:
  - A. Means abandoning nationalistic and ethnic preferences
  - B. Will help increase cross-cultural effectiveness
  - C. Is not necessary since communication styles are similar worldwide
2. According to the Myers-Briggs Type Indicator (MBTI), Introversion:
  - A. Denotes a shy and reserved person
  - B. Means gaining strength from inner contemplation
  - C. Involves getting energy from outside stimuli
  - D. A and B
  - E. A and C
3. In business organizations, you are generally better off giving people information directly rather than trying too hard to avoid hurting someone's feelings.
  - A. True
  - B. False
4. Which of the following are good tips for remote communication?
  - A. Acknowledge birthdays and anniversaries from afar
  - B. Ask people which mode of communication they prefer
  - C. Give remote people the benefit of the doubt when problems arise
  - D. None of the above
  - E. All of the above
5. Justifying or minimizing your ideas with vague qualifiers and personal opinions:
  - A. Conveys an image of power and self-confidence
  - B. Distracts from an image of power and self-confidence

6. Your physical appearance as surely as your body language can send unspoken messages.
  - A. True
  - B. False
7. You will become a better listener if you:
  - A. Give nonverbal feedback
  - B. Count to five before speaking when there is a pause
  - C. Suggest or provide solutions
  - D. Paraphrase and clarify in your own words
  - E. A, B, and C
  - F. A, B, and D
8. People often resist getting face-to-face with managers, co-workers, and customers because:
  - A. They do not have time for a face-to-face meeting
  - B. They do not have the money to travel across country
  - C. They do not have the courage to speak to an angry customer, a large group, or a high-level executive
  - D. Any of the above
9. Treat people in the workplace the way you would a favorite family member or neighbor, but there is no need to say “please,” “thank you,” or “congratulations.”
  - A. True
  - B. False
10. According to the Myers-Briggs Type Indicator (MBTI), a person who views interaction as part of the quest for success is a:
  - A. Sensor
  - B. Intuitior
11. Electronic communications fail in situations involving high levels of conflict, emotion, and priority.
  - A. True
  - B. False

12. When a person is walking away from you as he keeps talking, this is an example of how spatial arrangements can communicate a range of messages, and not always the one you want to convey.
- A. True
  - B. False
13. Which of the following voice qualities can alter the meaning of your message?
- A. Volume and pitch
  - B. Speed and tone
  - C. Enunciation and inflection
  - D. All of the above
  - E. A and B
14. Which of the following face-to-face behaviors are considered nonverbal elements?
- A. Body language
  - B. Vocabulary
  - C. Spatial arrangements
  - D. A and B
  - E. A and C
15. There is no need to be concerned about the differences in the 20th century and the 21st century languages.
- A. True
  - B. False
16. According to many studies, most people listen at about:
- A. 75% of their potential
  - B. 25% of their potential
17. Most businesses seem to do 99% of communication by telephone, teleconferencing, videoconferencing, e-mail, and on rare occasion, snail mail, so there is little reason to improve your in-person communication.
- A. True
  - B. False

18. Nonverbal communication may take place by which of the following:
- A. Smiles or frowns
  - B. Who sits where in a meeting
  - C. The size of the office
  - D. Visitors' waiting time
  - E. A and C
  - F. All of the above
19. Effective electronic communication depends on effective nonverbal behavior because your words account for less than 10% of typical messages.
- A. True
  - B. False
20. Punctuality can convey the following:
- A. Respect for others
  - B. Eagerness to be involved
  - C. Lack of seriousness
  - D. None of the above
  - E. A and B
21. In business communication, you should:
- A. Avoid negative words and expressions
  - B. Maintain a positive, tactful, and courteous tone
  - C. Both of the above
  - D. None of the above
22. Which of the following words is considered more negative?
- A. Nosy
  - B. Curious
  - C. Wishy-washy
  - D. Flexible
  - E. B and D
  - F. A and C

23. Face-to-face communication may occur in:
- A. Formal meetings
  - B. Hallway encounters
  - C. Job interviews
  - D. Videoconferences
  - E. All of the above
  - F. A, B, and C
24. In the business world, you will be well served by:
- A. Dispensing advice readily
  - B. Listening closely to other people and, if asked, suggest possible options
25. During a teleconference, you should focus your eyes and attention in one place.
- A. True
  - B. False

**Answer Key for**  
***Face-to-Face Communication, First Edition***

***Recommended response (Corresponding workbook page)***

1. B (72)	6. A (22)	11. A (6)	16. B (52)	21. C (38)
2. B (13)	7. F (52-57)	12. A (30)	17. B (3)	22. F (38)
3. A (40)	8. D (12)	13. D (25)	18. F (19)	23. F (6)
4. E (70)	9. B (41)	14. E (10)	19. A (67)	24. B (60)
5. B (35)	10. B (14)	15. B (45)	20. E (28)	25. A (68)